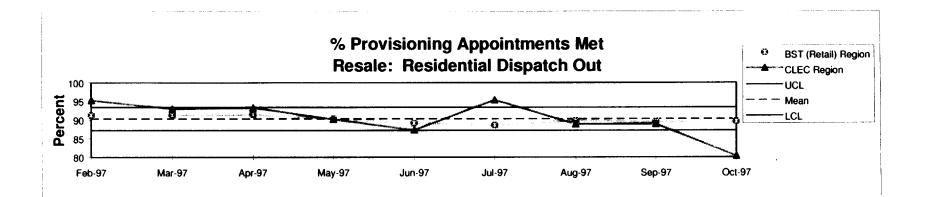
BellSouth's Proposed Performance Measures

- Trunking
 - (19) % Order Due Dates on Time
 - (20) % New Circuit Failure Rate
 - (21) Total Troubles
 - (22) Maintenance Average Duration
 - (23) Trunk Network Performance
 - (23.1a) BST-to-CLEC trunk blocking
 - (23.1b) CLEC-to-BST trunk blocking
 - (24) BST Local Trunk Network Blocking

BellSouth's Proposed Performance Measures

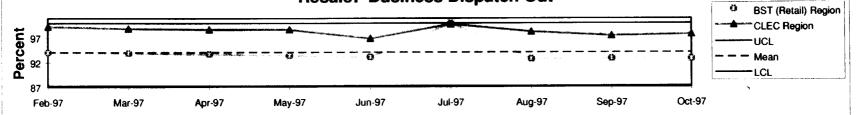
• Account Maintenance

- Cusomer Local Carrier Switch Notification Timeliness (Carrier specific)
- IXC PIC Change Notification Timeliness (carrier specific)
- PIC '01' Change Notification Timeliness (carrier specific)

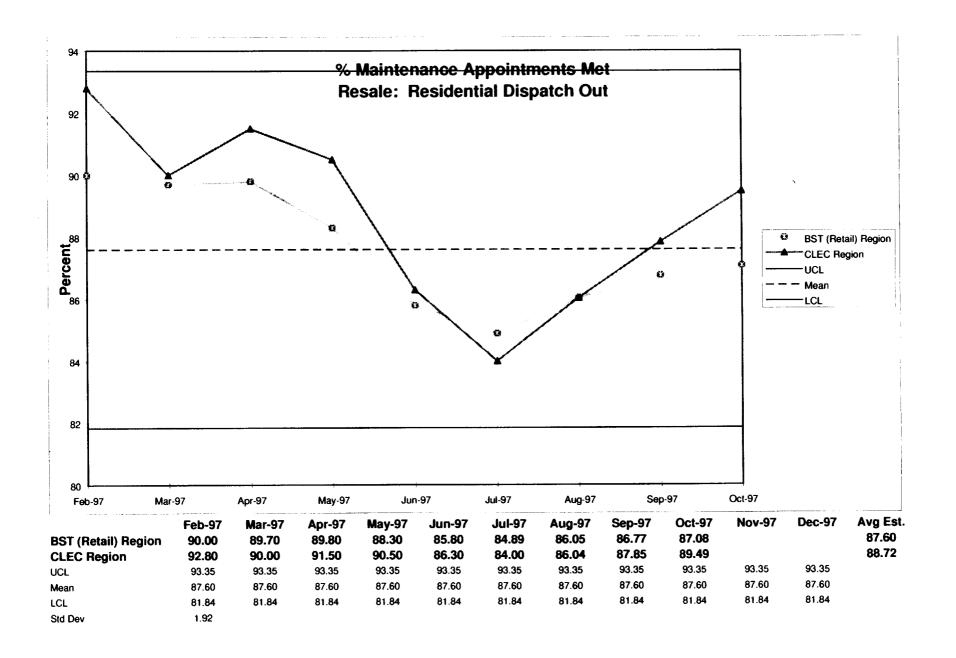


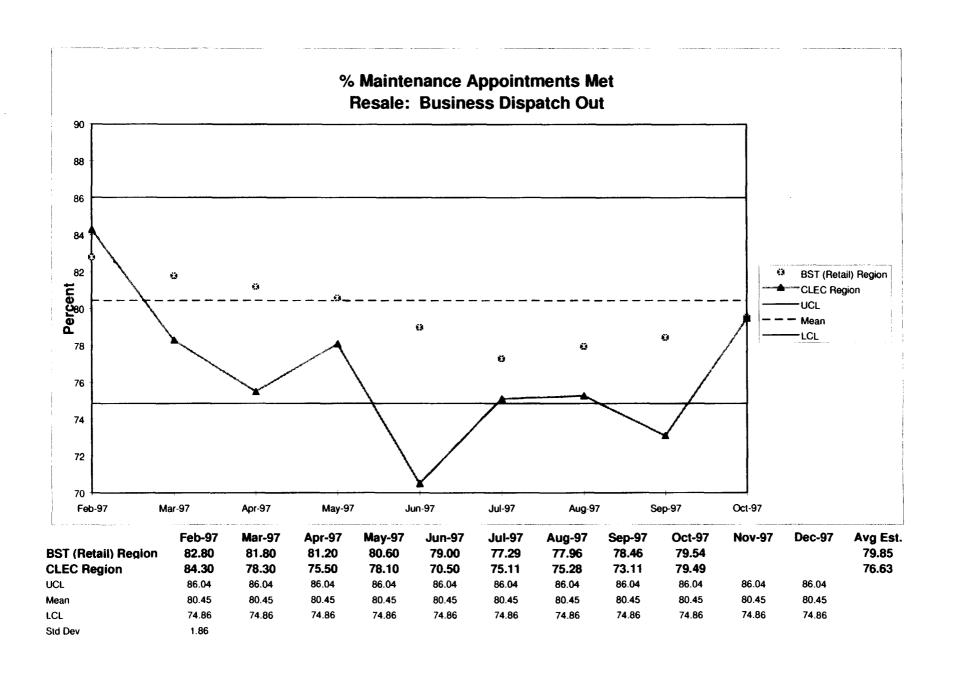
	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Avg Est.
BST (Retail) Region	91.32	91.30	91.50	90.38	89.20	88.60	89.85	89.57	89.60			90.15
CLEC Region	95.30	93.00	93.30	90.20	87.30	95.41	88.87	88.92	80.33			90.29
UCL	93.42	93.42	93.42	93.42	93.42	93.42	93.42	93.42	93.42	93.42	93.42	
Mean	90.31	90.31	90.31	90.31	90.31	90.31	90.31	90.31	90.31	90.31	90.31	
LCL	87.20	87.20	87.20	87.20	87.20	87.20	87.20	87.20	87.20	87.20	87.20	
Std Dev	1.04											

% Provisioning Appointments Met Resale: Business Dispatch Out



BST (Retail) Region CLEC Region	Feb-97 94.03 99.30	Mar-97 93.90 98.90	Apr-97 93.70 98.70	May-97 93.40 98.70	Jun-97 93.10 96.90	Jul-97 99.97 99.77	Aug-97 92.73 98.26	Sep-97 92.83 97.48	Oct-97 92.79 97.76	Nov-97	Dec-97	Avg Est. 94.05 98.42
UCL	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Mean	94.05	94.05	94.05	94.05	94.05	94.05	94.05	94.05	94.05	94.05	94.05	
LCL	87.23	87.23	87.23	87.23	87.23	87.23	87.23	87.23	87.23	87.23	87.23	
Std Day	2 27											





Glossary of Acronyms

ADSL	Asymmetrical Digital Subscriber Line							
ATLAS	BellSouth Legacy system that maintains telephone number assignment information							
ATOPS	A Task Oriented Processing System Busy Line Verification							
BLV	Busy Line Verification Bell South Telecommunications							
BST	BellSouth Telecommunications							
CABS	Carrier Access Billing System							
CCS	Common Channel Signaling							
CF	Call Forwarding							
CGI	Common Gateway Interface							
CLEC	Competitive Local Exchange Carriers							
CLUB	Customized Logo User Billing							
COFFI	Central Office Features and Facilitation Information							
CRIS	Customer Records and Information System							
DA	Directory Assistance							
DAAS	Directory Assistance Access Services							
DAB	Diskette Analyzer Bill							
DADS	Directory Assistance Database Services							
DANSI	Directory Assistance Number Services Intercept							
DAOAS	Direct Access to Directory Assistance Service							
DID	Direct In Dial							
DOE	Direct Order Entry System							
DOJ	Department of Justice							
DSAP	Direct Order Entry System Application Processor							
DUF	Daily Usage File							
EB Gateway	Electronic Bonding Gateway							
EC-CPM	Electronic Communications/Common Presentation Manager							
ECT	Emergency Call Trace							
ECTA	Electronic Communication Trouble Adminstration							
EDI	Electronic Data Interchange							
EI	Emergency Interrupt							
EMR	Exchange Message Record							
EXACT	Exchange Access Controlling and Tracking							
FACH	Fully Automated Call Handling							
HDSL	High bit rate Digital Subscriber Line							
INLP	Interim Local Number Portability							
INP	Interim Number Portability							
ISDN	Integrated Service Digital Network							
LAN	Local Area Network							
LCL	Local Control Limit							
LCSC	Local Carrier Service Center							
LENS	Local Exchange Navigation System							

Glossary of Acronyms

LEO	Local Exchange Ordering
LESOG	Local Exchange Service Order Generator
LIDB	Line Information Database
LMOS	Loop Maintenance Operating System
LMOS Host	Loop Maintenance Operating System Host
LMOS FE	Loop Maintenance Operating System Front End
MARCH	Mechanized Administration of Recent Changes
MLT	Mechanized Loop Testing
MTS	Message Telephone Service
Navigator	BellSouth Software contracts that provide interface between various Legacy
	computer systems and newly developed systems.
NID	Network Interface Device
O/S	Operating Systems
OAIN	Open Advanced Intelligent Network
ОРСН	Operator Provided Call Handling
OSS	Operations Support Systems
Predictor	An adjunct system used with LMOS and MLT to shore historical data associated
	with certain tests, and to improve the accuracy of future test results.
PBX	Private Branch Exchange
PRI	Primary Rate Interface
PSIMS	Product Service Information Management System
RCF	Remote Call Forwarding
RSAG	Regional Street Address Guide
Service Center	A complex service center staffed with service representatives dedicated to
	processing orders for complex services in conjunction with orders and service
	inquiries managed by the CLEC account teams.
SOCS	Service Order Control Systems
SONGS	Service Order Negotiation System
STP	Signal Transfer Point
TAFI	Trouble Analysis Facilitation Interface
TN	Telephone Number
UCL	Upper Control Limit
UNE	Unbundled Network Elements
	Chounded Network Elements
WFA WMC	Work Force Administration